

Interim Customer Satisfaction Survey (ICSS) FAQs

Service Headquarter Users

Q: As a Service HQ user, how do I access my Interim Customer Satisfaction Survey (ICSS) data?

A: In order to access ICSS Reports, all users must have a valid account with the SDDC Electronic Transportation Acquisition (ETA) system. Each Service Headquarters will provide SDDC a list of users who will be allowed access to ICSS Reports. Users that do not have an ETA account will be provided an ETA User ID and instructions on how to obtain an ETA password. Users that have an existing ETA account will be notified that access rights have been granted to ICSS Reports. Those users not on the list provided by their Service Headquarters, wishing to have access to ICSS Reports, need to work through their Service Headquarters to get authorization for access.

Q: Some of the PPSOs run by my Service are not participating in the Phase I – PowerTrack/CWA rollout. Are they still required to participate in ICSS?

A: Yes. ALL Services, REGARDLESS of whether or not they are participating in Phase I – CWA/PowerTrack rollout, should be participating in the ICSS. For a more detailed description of the PPSO/PPPO ICSS responsibilities please see the “PPPO/PPSO Interim Customer Satisfaction Survey Instructions” available in a hyperlink after the user logs in to ETA (<https://eta.sddc.army.mil>).